

# Use unallocated credit in the parent payment portal

 [support.schoolbytes.education/hc/en-us/articles/4410833545231-Use-unallocated-credit-in-the-parent-payment-portal](https://support.schoolbytes.education/hc/en-us/articles/4410833545231-Use-unallocated-credit-in-the-parent-payment-portal)



School Bytes

## Articles in this section

---

- [How to access School Bytes](#)
- [Adding School Bytes to your Outlook safe senders list](#)
- [Completing online permission notes](#)
- [Use unallocated credit in the parent payment portal](#)
- [Making an 'other' payment in the parent payment portal](#)
- [Make a non-student payment](#)
- [Changes to the way you receive notifications and pay for student charges \(school payments\)](#)
- [Changes to the way you receive and respond to communication \(event management & forms\)](#)
- [Moving into the digital age \(school payments, event management & forms\)](#)

Last updated: May 25, 2022

### **School Bytes allows you to view owing items and allocate an unallocated credit when making a payment in the parent payment portal.**

---

Within the parent payment portal in School Bytes, you will be notified of an unallocated credit you may have for your family. This can be allocated to one or more owing items if a payment is also being made at the same time.

The School Bytes payment portal is linked with the Westpac parent online payment (POP) system. Once fees are selected to pay in the School Bytes payment portal, you will then be prompted to enter your card details and finalise your payment.

## Detailed steps

---

**1. Select use credit on the 'you have unallocated credit' pop up displayed when you open the parent payment portal.**

---

**Note** – You will only see this pop-up if you have an unallocated credit and fees listed on your statement.

Parent Online Payment Portal  
School Bytes Primary

**Student Details**

Name: [REDACTED]

Number: [REDACTED]

**Family Details**

Unallocated Credit: \$20.00

Use Credit Help

**School Details**

School Bytes Primary (1001)

(02) 1234 5678  
sample.school@schoolbytes.education

**Downloads**

No information currently available to download.

Grand Total: \$54.00

**Statement of Account for [REDACTED]**

English

Listed in the table below are the items currently applicable to Danica. The checkboxes can be used to select what items you wish to pay. The 'Use Credit' button in the left-hand column. The '+' button can be used to add items to this list for payment.

You can apply credit to the amount into the 'Balance (\$)' column.

When you click the 'Use Credit' button, the credit will be applied to the bottom of the page.

When you click the 'Use Credit' button, the credit will be applied to the bottom of the page.

Amount	Paid	Balance (\$)
\$2.00	\$0.00	32.00
\$40.00	\$30.00	10.00
\$12.00	\$0.00	12.00

Grand Total: \$54.00

+ Add Other Item % Split Payment

**You have unallocated credit**

You have \$20.00 of family credit that can be used against your owing items.

Use credit Close

## 2. Select OK.

Parent Online Payment Portal  
School Bytes Primary

**Student Details**

Name: [REDACTED]

Number: [REDACTED]

**Family Details**

Unallocated Credit: \$20.00

Remove Credit Help

**School Details**

School Bytes Primary (1001)

(02) 1234 5678  
sample.school@schoolbytes.education

**Downloads**

No information currently available to download.

Grand Total: \$54.00  
+ \$0.00 credit

**Statement of Account for [REDACTED]**

English

Listed in the table below are the items currently applicable to Danica. The checkboxes can be used to select what items you wish to pay. The 'Use Credit' button in the left-hand column. The '+' button can be used to add items to this list for payment.

You can apply credit to the amount into the 'Balance (\$)' column.

When you click the 'Use Credit' button, the credit will be applied to the bottom of the page.

When you click the 'Use Credit' button, the credit will be applied to the bottom of the page.

Amount	Paid	Credit Applied (\$)	Balance (\$)
\$0.00		Apply Credit	32.00
\$30.00		Apply Credit	10.00
\$12.00		Apply Credit	12.00

Grand Total: \$54.00  
+ \$0.00 credit

+ Add Other Item % Split Payment

**Use your credit**

Click the 'Apply Credit' button in the table next to the item(s) you wish to apply unallocated credit to. You can apply credit to more than one item.

OK

## 3. Select apply credit on the item lines that you are using credit on.

If you missed selecting the use credit pop-up and do not see the apply credit option in your parent payment portal, select the use credit button.

## Parent Online Payment Portal

**Student Details**

Name: [Redacted]

Number: [Redacted]

**Family Details**

Unallocated Credit: \$55.00

[Use Credit](#) [Help](#)

**School Details**

[Redacted]

**Downloads**

No information currently available to download.

Grand Total: \$0.00

**Statement of Account for [Redacted]**

English

Listed in the table below are the items currently applicable to [Redacted]. The checkboxes can be used to select what items you wish to pay. You have **unallocated credit** that can be applied to the items below by clicking the 'Use Credit' button in the left-hand column. The '+ Add Other Item' button at the bottom of the page can be used to add an additional item to this list for payment.

You may modify the amount you wish to pay for a particular item by typing the desired amount into the 'Balance (\$)' column.

When ready to make your payment, fill out the 'Payer Details' section and press 'Next' at the bottom of the page.

**N.B.** Payments made online can take up to 2 business days to be processed by the school and reflected on this payment page.

<input type="checkbox"/>	Date Added	Due	Item Name	Amount	Paid	Balance (\$)
<input type="checkbox"/>	01/02/2021		Excursion Fee	\$90.00	\$0.00	90.00
<input type="checkbox"/>	01/02/2021		Excursion Fee	\$85.00	\$0.00	85.00
<input type="checkbox"/>	01/02/2021		Excursion Fee	\$85.00	\$0.00	85.00
<input type="checkbox"/>	22/02/2021		Excursion Fee	\$100.00	\$0.00	100.00

[+ Add Other Item](#) [% Split Payment](#)

Grand Total: \$0.00

**Payer Details**

Your Name: [Redacted] Contact Phone Number: [Redacted] Contact Email Address: [Redacted]

Payments are processed securely using Westpac QuickStream.

[Next >](#)

## Parent Online Payment Portal

School Bytes Primary

**Student Details**

Name: [Redacted]

Number: [Redacted]

**Family Details**

Unallocated Credit: \$20.00

[Remove Credit](#) [Help](#)

**School Details**

School Bytes Primary (1001)

(02) 1234 5678  
sample.school@schoolbytes.education

**Downloads**

No information currently available to download.

Grand Total: \$54.00  
+ \$0.00 credit

**Statement of Account for [Redacted]**

English

Listed in the table below are the items currently applicable to [Redacted]. The checkboxes can be used to select what items you wish to pay. You have **unallocated credit** that can be applied to the items below by clicking the 'Use Credit' button in the left-hand column. The '+ Add Other Item' button at the bottom of the page can be used to add an additional item to this list for payment.

You may modify the amount you wish to pay for a particular item by typing the desired amount into the 'Balance (\$)' column.

When ready to make your payment, fill out the 'Payer Details' section and press 'Next' at the bottom of the page.

**N.B.** Payments made online can take up to 2 business days to be processed by the school and reflected on this payment page.

<input checked="" type="checkbox"/>	Date Added	Due	Item Name	Amount	Paid	Credit Applied (\$)	Balance (\$)
<input checked="" type="checkbox"/>	03/02/2017		Zoo Excursion	\$32.00	\$0.00	<a href="#">Apply Credit</a>	32.00
<input checked="" type="checkbox"/>	02/02/2017		School Contributions	\$40.00	\$30.00	<a href="#">Apply Credit</a>	10.00
<input checked="" type="checkbox"/>	07/07/2017		Park Excursion	\$12.00	\$0.00	<a href="#">Apply Credit</a>	12.00

[+ Add Other Item](#) [% Split Payment](#)

Grand Total: \$54.00  
+ \$0.00 credit

#### 4. Adjust the credit applied amount if needed.

If the credit has only covered a portion of the fee balance, the amount in the balance column will be adjusted accordingly.

## Parent Online Payment Portal

School Bytes Primary

### Student Details

Name: [REDACTED]

Number: [REDACTED]

### Family Details

Unallocated Credit: \$0.00

[Remove Credit](#) [Help](#)

### School Details

School Bytes Primary (1001)

(02) 1234 5678  
sample.school@schoolbytes.education

### Downloads

No information currently available to download.

Grand Total: \$34.00  
+ \$20.00 credit

### Statement of Account for [REDACTED]

Listed in the table below are the items currently applicable to [REDACTED]. The checkboxes can be used to select what items you wish to pay. You have **unallocated credit** that can be applied to the items below by clicking the 'Use Credit' button in the left-hand column. The '+ Add Other Item' button at the bottom of the page can be used to add an additional item to this list for payment.

You may modify the amount you wish to pay for a particular item by typing the desired amount into the 'Balance (\$)' column.

When ready to make your payment, fill out the 'Payer Details' section and press 'Next' at the bottom of the page.

**N.B.** Payments made online can take up to 2 business days to be processed by the school and reflected on this payment page.

<input checked="" type="checkbox"/>	Date Added	Due	Item Name	Amount	Paid	Credit Applied (\$)	Balance (\$)
<input checked="" type="checkbox"/>	03/02/2017		Zoo Excursion	\$32.00	\$0.00	20.00	12.00
<input checked="" type="checkbox"/>	02/02/2017		School Contributions	\$40.00	\$30.00	<a href="#">Apply Credit</a>	10.00
<input checked="" type="checkbox"/>	07/07/2017		Park Excursion	\$12.00	\$0.00	<a href="#">Apply Credit</a>	12.00

[+ Add Other Item](#) [% Split Payment](#)

Grand Total: \$34.00  
+ \$20.00 credit

## 5. Enter the payer details and follow the prompts to finalise the payment.

## Parent Online Payment Portal

### Student Details

Name: [REDACTED]

Number: [REDACTED]

### Family Details

Unallocated Credit: \$55.00

[Use Credit](#) [Help](#)

### School Details

[REDACTED]

### Downloads

No information currently available to download.

Grand Total: \$0.00

### Statement of Account for [REDACTED]

Listed in the table below are the items currently applicable to [REDACTED]. The checkboxes can be used to select what items you wish to pay. You have **unallocated credit** that can be applied to the items below by clicking the 'Use Credit' button in the left-hand column. The '+ Add Other Item' button at the bottom of the page can be used to add an additional item to this list for payment.

You may modify the amount you wish to pay for a particular item by typing the desired amount into the 'Balance (\$)' column.

When ready to make your payment, fill out the 'Payer Details' section and press 'Next' at the bottom of the page.

**N.B.** Payments made online can take up to 2 business days to be processed by the school and reflected on this payment page.

<input type="checkbox"/>	Date Added	Due	Item Name	Amount	Paid	Balance (\$)
<input type="checkbox"/>	01/02/2021		Excursion Fee	\$90.00	\$0.00	90.00
<input type="checkbox"/>	01/02/2021		Excursion Fee	\$85.00	\$0.00	85.00
<input type="checkbox"/>	01/02/2021		Excursion Fee	\$85.00	\$0.00	85.00
<input type="checkbox"/>	22/02/2021		Excursion Fee	\$100.00	\$0.00	100.00

[+ Add Other Item](#) [% Split Payment](#)

Grand Total: \$0.00

### Payer Details

Your Name: [REDACTED]

Contact Phone Number: [REDACTED]

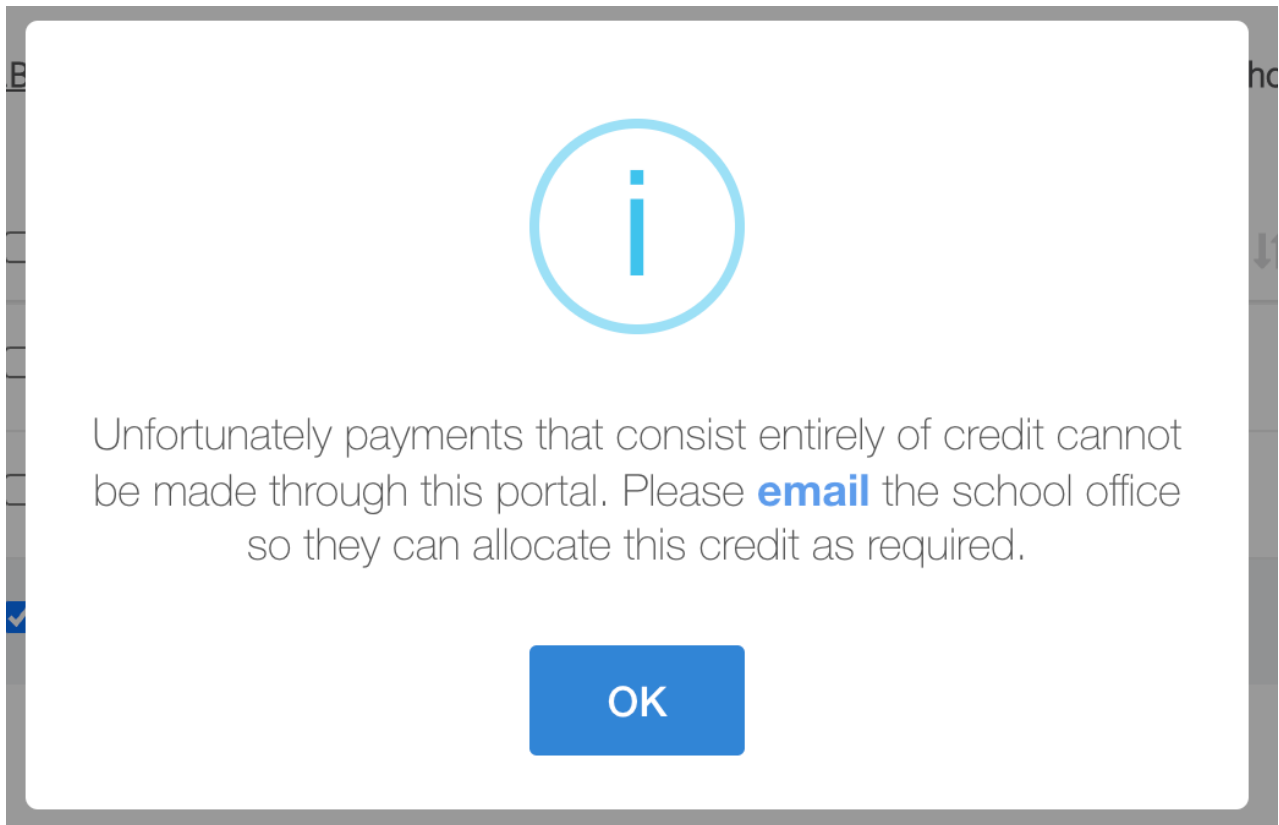
Contact Email Address: [REDACTED]

Payments are processed securely using Westpac QuickStream.

[Next >](#)

If you try to use your unallocated credit to pay for the total balance of outstanding fees, you will be prompted to contact your school office. As no actual credit card payment is being made, you will not be able to submit a payment. Please get in touch with your

school to advise them that you wish to use your unallocated credit to pay for your nominated fees.



#### **Further assistance**

If you have any questions relating to this article, please contact your school.